

BS99-199



PATENT

#6A w/  
7-22-03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

APRIL A. OWEN ET AL.

Serial No.: 09/577,658

Filed: May 25, 2000

For: SYSTEM AND METHOD FOR  
MANAGING CUSTOMER  
CONTACTS AND RELATED  
INFORMATION

Art Unit: 3623

Examiner: M. Heck

RECEIVED

JUL 24 2003

AMENDMENT

GROUP 3600

Box: Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed on March 21, 2003, please amend the above-identified application as follows:

A one month extension of time and the associated fee are being filed herewith. However, any further extension of time necessary to prevent abandonment is hereby requested, and any fee necessary for consideration of this response is hereby authorized to be charged to Deposit Account Number 50-1390.

**Amendments to the Specification:** begin on page 3 of this paper.

**Amendments to the Claims:** reflected in the listing of claims that begins on page 5 of this paper.